

IN THE CLAIMS

1-20 (Canceled)

21. (Currently Amended) An automatic call distribution system, wherein calls are assigned to lines of different communication types, the automatic call distribution system comprising:

a browser database allowing a customer to view web pages;
a plurality of agent computer systems for communicating with a customer; and
a control system for assigning a call to an agent computer system from the plurality of agent computer systems by taking into account which web pages the customer has viewed and a number of calls ~~associated with the viewed web pages~~ that have been currently assigned to the agent computer system.

22. (Previously Presented) The automatic call distribution system of claim 21, further comprising:

a database having records of agent efficiency with respect to two or more communication types; and
the control system including a process for using the database information to assign a call to an agent.

23. (Canceled)